

# Special “Negatives” Review

## STATE

Date

### State-Level Questions

*(For county-administered states, these questions should be directed to central county staff)*

#### Background/General Information

1. Because several of us are from other FNS regions and not totally familiar with your organizational structure, please describe it for us.
2. Please tell us about your State automated eligibility system:
  - a. How old is it?
  - b. Is it based on another State's system? ☐ Yes ☐ No
  - c. Was it developed by: ☐ Contractor or ☐ in house?
    - i. If a contractor, which one?
  - d. Is it web-based? ☐ Yes ☐ No
  - e. Describe the level of functionality.
  - f. Is the system user-friendly? ☐ Yes ☐ No
3. Are documentation/case notes entered into the eligibility system? ☐ Yes ☐ No
  - a. Is this process user friendly? ☐ Yes ☐ No
  - b. Do you have a template for workers to follow for documentation? ☐ Yes ☐ No
4. Are notices generated automatically through the system? ☐ Yes ☐ No
  - a. Do workers have the ability to add, delete and/or change notices before they are sent?  
☐ Yes ☐ No
  - b. Where are the notices mailed from?
  - c. Where are the recertification packages mailed from?
5. Can a worker close a case before the 30<sup>th</sup> day? ☐ Yes ☐ No
  - a. Any warnings issued if they chose to do this? ☐ Yes ☐ No
6. Does the system issue any alerts letting the worker know a case will close automatically if they don't do something by a certain date? ☐ Yes ☐ No
7. Do you have a document imaging system? ☐ Yes ☐ No
  - a. What percentage of case records are electronic?
  - b. Are verifications scanned? ☐ Yes ☐ No
    - i. If yes, who does the scanning?

8. What percentage of applications are online?
- a. Are the procedures for handling online applications different than those for paper applications? ☐ Yes ☐ No
9. When a client applies online, does the information they enter automatically migrate into the eligibility system? ☐ Yes ☐ No
- a. If no, how does the information get into the eligibility system?
10. Are all eligibility staff, State/County employees? ☐ Yes ☐ No
11. Are any contract staff used? ☐ Yes ☐ No
- a. If yes, how?
12. What assistance programs do eligibility staff in your agency handle – SNAP, MA, TANF, energy assistance, etc?

### ***Questions for Corrective Action/Quality Control Staff***

Name:	Title:
Name:	Title:
Name:	Title:
Name:	Title:
Name:	Title:
Name:	Title:

1. Why do you think the negative error rate is so high?
  
2. When is an expanded review done on an invalid negative action QC case?
  
3. Do you produce error data for invalid negative actions? ☐ Yes ☐ No
  - a. Who is this shared with? How often?
  
4. What do you see as the primary root causes of invalid negative actions?
  
5. What has been done to make staff aware of the negative error rate and its causes?
  
6. Are there any policy issues that are particularly problematic? ☐ Yes ☐ No
  - a. If yes, which ones?
  
  - b. What is being done to improve the situation?
  
7. Are there any system-related issues that are causing invalid negative actions?
 

☐ Yes ☐ No
 
  - a. If yes, what?
  - b. Does data entry seem to be a problem? ☐ Yes ☐ No
  
8. Are there any system fixes/enhancements on the priority list related to invalid negative actions? ☐ Yes ☐ No
  - a. If yes, where on the list do they fall?
  
9. Are there any system related workload reduction initiatives you could recommend?
  
10. Nationwide, "reported information not acted on" seems to be causing many invalid negative actions.

- a. Is this a problem in your State? ☐ Yes ☐ No
- b. If yes, what do you believe is the cause?
- c. How do you believe these errors could be avoided?
11. In our recent case reviews, we identified *four* main causes of invalid negatives in *State*  
*This section should be modified based on findings from case reviews:*
- Failure to provide an interview notice with appointment date, time, and location (or number to call)
  - Failure to send the Notice of Missed Interview
  - Failure to provide sufficient time to provide verification (either 10 days to provide information or 10 days from date of interview)
  - Denials prior to the 30th day
- a. In your opinion, why are mistakes like this happening?
- b. How are they being addressed?
12. How much have applications increased in the last year?
- a. How has this impacted the workload of the local offices?
- b. How are increased applications and the related workload contributing to the negative error rate?
13. Has the State implemented any workload reduction activities in the last two years?
- ☐ Yes ☐ No
- a. Please describe:
- b. Are any more planned for the future?
14. What are the State's verification requirements for new applicants?
15. What are the State's verification requirements for new applicants?
- a. Has the State developed any tools for the client to ensure they are aware of what they must provide and the dates they are due by? ☐ Yes ☐ No
- a. Is there a checklist for workers to use to keep track of what they have and have not received? ☐ Yes ☐ No
- b. What automated matches and/or online data sources are used for verification?

16. Is documentation a problem, particularly in invalid negative action cases? ☐ Yes ☐ No
- a. Has the State provided clear documentation guidelines to workers? ☐ Yes ☐ No
- b. Do you have a template for workers to follow for documentation? ☐ Yes ☐ No
17. Are notices causing problems? ☐ Yes ☐ No
- a. If Yes, how is this issue being addressed?
- b. Are copies of all notices issued kept in the case record? ☐ Yes ☐ No
18. Is there a State requirement for supervisory reviews? ☐ Yes ☐ No
- a. If yes, is there a requirement that some negative actions be reviewed – how many?
- b. If yes, what is this data showing?
- c. Are there any other case review projects going on? ☐ Yes ☐ No  
If yes, please describe:
19. Do you believe new worker training is thorough? ☐ Yes ☐ No
- a. Does new worker training provide a clear understanding of verification requirements and notice requirements? ☐ Yes ☐ No
- b. Is enough time spent covering the automated eligibility system? ☐ Yes ☐ No
- c. Do you think new workers have a thorough understanding of the repercussions of incorrectly denying or terminating a household benefits? ☐ Yes ☐ No
- d. Any areas in particular that you think need to be covered more thoroughly?
- e. What type of follow up is made with new workers after they complete training? How long after the training is completed is this done?
20. Do experienced workers receive refresher training in problem areas? ☐ Yes ☐ No
- a. In the last two years, have workers been provided any refresher training on:
- ☐ Documentation?
  - ☐ Verification?
  - ☐ Interviewing?
  - ☐ Negative Action?
  - ☐ Workload Management?
  - ☐ Systems?
  - ☐ Others?
- b. What areas would you like to see covered in the next year or so?

21. What corrective action initiatives have you undertaken in the last three years to bring the negative error rate down?
22. What initiatives do you have planned for the future?
23. Is there any area we haven't covered that you believe we should know about or that could be impacting the negative error rate?

### **Questions for Policy/Training Staff**

Name:	Title:
Name:	Title:
Name:	Title:
Name:	Title:
Name:	Title:
Name:	Title:

1. Do you know what an invalid negative action is? ☐ Yes ☐ No *If no, FNS staff should explain*
  
2. Do you know what the negative error rate is? ☐ Yes ☐ No
  - a. Do you understand what goes into this calculation? ☐ Yes ☐ No
  - b. Do you believe all policy/training staff understand what the negative error rate is?  
☐ Yes ☐ No
  
3. Why do you think the negative error rate is so high?
  
4. Do you see data analysis for invalid negative actions? ☐ Yes ☐ No
  
5. Are local-level staff aware of the negative error rate and its causes? ☐ Yes ☐ No
  - a. Is this covered in new worker training? ☐ Yes ☐ No
  
6. Are there any policy issues that are particularly problematic for workers, causing invalid negative actions?
  
7. Any policy changes you would like to see that would improve the accuracy of negative actions?
  
8. Are there any system-related issues that are causing invalid negative actions?
  
9. Nationwide, "reported information not acted on" seems to be causing many invalid negative actions.
  - a. Is this a problem in your State? ☐ Yes ☐ No
  - b. If yes, what do you believe is the cause?
  - c. How do you believe these errors could be avoided?
  
10. In our recent case reviews, we identified *four* main causes of invalid negatives in *State*  
*This section should be modified based on findings from case reviews:*

- Failure to provide an interview notice with appointment date, time, and location (or number to call)
- Failure to send the Notice of Missed Interview
- Failure to provide sufficient time to provide verification (either 10 days to provide information or 10 days from date of interview)
- Denials prior to the 30th day

- In your opinion, why are mistakes like this happening?
- How are they being addressed?

11. Do you believe increased applications and related workload are contributing to the high negative error rate? ☐ Yes ☐ No

12. Are there any workload reduction initiatives you would recommend?

13. What are the State's verification requirements for new applicants?

- Has the State developed any tools for the client to ensure they are aware of what they must provide and the dates they are due by? ☐ Yes ☐ No
- Is there a checklist for workers to use to keep track of what they have and have not received? ☐ Yes ☐ No
- What automated matches and/or online data sources are used for verification?

14. Describe new worker training.

- How long is the SNAP portion of the training?
- What type of follow up is made with new workers after they complete training? How long after the training is completed is this done?
- How often is new worker training offered?

15. Do you believe new worker training is thorough? ☐ Yes ☐ No

- Any areas in particular that you think need to be covered more thoroughly?
- Do you think new workers have a thorough understanding of the repercussions of incorrectly denying or terminating a household benefits? ☐ Yes ☐ No
- Does new worker training provide a clear understanding of verification requirements and notice requirements? ☐ Yes ☐ No
- Is enough time spent covering the automated eligibility system? ☐ Yes ☐ No

16. In the last two years, have workers been provided any refresher training on:

- ☐ Documentation?
- ☐ Verification?
- ☐ Interviewing?
- ☐ Negative Action?



- ☐ Workload Management?
- ☐ Systems?
- ☐ Others?

17. Is documentation a problem, particularly in negative action cases? ☐ Yes ☐ No
- a. Is documentation online? ☐ Yes ☐ No
  - b. User friendly? ☐ Yes ☐ No
  - c. Has the State provided clear documentation guidelines to workers? ☐ Yes ☐ No
  - d. Do you have a template for workers to follow for documentation? ☐ Yes ☐ No
18. Is there any area we haven't covered that you believe we should hear about or that could be impacting the negative error rate?

## County Office Questions

### **Questions for County Office Manager**

Name:	Title:
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1. Please describe the organizational structure of your office.
2. Do you know what an invalid negative action is? ☐ Yes ☐ No *If no, FNS staff should explain*
3. Do you know what the negative error rate is for your county? office? ☐ Yes ☐ No
  - a. Do you understand what goes into this calculation? ☐ Yes ☐ No
  - b. Do you believe everyone in the office understands what the negative error rate is?  
☐ Yes ☐ No
4. Why do you think the negative error rate is so high?
5. What corrective action initiatives has your office undertaken in the last two years to bring the negative error rate down?
  - a. What initiatives do you have planned for the future?
6. What has been done to make staff aware of the negative error rate and its causes?
7. How often do you receive QC data analysis of invalid negative actions?
8. When was the last time the State conducted a management evaluation review of your agency?
  - a. Were there any findings? ☐ Yes ☐ No
  - b. If Yes, what were they?
9. Does the QC write up for invalid negative actions provide you with enough information to determine the root causes? ☐ Yes ☐ No
10. Are there any policy issues that are particularly problematic? ☐ Yes ☐ No

- a. If yes, what are they?
- b. What, if anything, is being done to improve the situation?
11. Are there any system-related issues that are causing invalid negative actions?  
☐ Yes ☐ No
12. Nationwide, "reported information not acted on" seems to be causing many invalid negative actions.
- a. Is this a problem in your office? ☐ Yes ☐ No
- b. If yes, what do you believe is the cause?
- c. How do you believe these errors could be avoided?
13. In our recent case reviews, we identified *four* main causes of invalid negatives in *State*:  
*This section should be modified based on findings from case reviews:*
- Failure to provide an interview notice with appointment date, time, and location (or number to call)
  - Failure to send the Notice of Missed Interview
  - Failure to provide sufficient time to provide verification (either 10 days to provide information or 10 days from date of interview)
  - Denials prior to the 30th day
- a. In your opinion, why are mistakes like this happening?
- b. How are they being addressed?
14. Has your office experienced an increase in applications in the last year? ☐ Yes ☐ No
- a. If yes, has this caused a workload issue? ☐ Yes ☐ No
- b. Are the procedures for handling online applications different than those for paper applications?
15. Has the State implemented any workload reduction activities in the last two years?  
☐ Yes ☐ No
- a. Has your office implemented any workload reduction activities? ☐ Yes ☐ No
- b. If Yes, what are they?
16. In the last two years, have workers been provided any refresher training on:  
☐ Documentation?

- ☐ Verification?
- ☐ Interviewing?
- ☐ Negative Action?
- ☐ Workload Management?
- ☐ Systems?
- ☐ Others?

17. What are the State's verification requirements for new applicants?

- a. Has the State developed any tools for the client to ensure they are aware of what they must provide and the dates they are due by? ☐ Yes ☐ No
- b. Is there a checklist for workers to use to keep track of what they have and have not received? ☐ Yes ☐ No
- c. What automated matches and/or online data sources are used for verification?

18. Is documentation a problem, particularly in negative action cases? ☐ Yes ☐ No

- a. Is documentation online? ☐ Yes ☐ No
- b. User friendly? ☐ Yes ☐ No
- c. Has the State provided clear documentation guidelines to workers?  
☐ Yes ☐ No
- d. Do you have a template for workers to follow for documentation? ☐ Yes ☐ No

19. Is there a State requirement for supervisory reviews? ☐ Yes ☐ No

- a. If yes, is there a requirement that some negative actions be reviewed?  
☐ Yes ☐ No
- b. If yes, what is this data showing? Who sees this data? How often?
- c. Are there any other case review projects going on?

20. Have supervisors been provided training on how to properly review a negative action case?

- ☐ Yes ☐ No

21. When an error is found, how is it handled?

22. Do you think new workers have a thorough understanding of the repercussions of incorrectly denying or terminating a household benefits? ☐ Yes ☐ No

- a. Does new worker training provide a clear understanding of verification requirements and notice requirements? ☐ Yes ☐ No

23. Is there any area we haven't covered that you believe could be impacting the negative error rate?

**Questions for County Office Supervisors**

(2 - 3 supervisors interviewed together)

Name:	Title:
Name:	Title:

1. Do you know what an invalid negative action is? ☐ Yes ☐ No *If no, FNS staff should explain*
  
2. Do you know what the negative error rate is for your region? circuit? ☐ Yes ☐ No
  - a. Do you understand what goes into this calculation? ☐ Yes ☐ No
  - b. Do you believe everyone in the office understands what the negative error rate is?  
☐ Yes ☐ No
  
3. Why do you think the negative error rate is so high?
  
  
4. What corrective action initiatives has your office undertaken in the last two years to bring the negative error rate down?
  - a. What initiatives do you have planned for the future?
  
  
5. What has been done to make staff aware of the negative error rate and its causes?
  
  
6. How often do you receive QC data analysis of invalid negative actions?
7. When was the last time the State conducted a management evaluation review of your agency?
  - a. Were there any findings? ☐ Yes ☐ No
  - b. If Yes, what were they?
  
  
8. Does the QC write up for invalid negative actions provide you with enough information to determine the root causes? ☐ Yes ☐ No
  
9. Are there any policy issues that are particularly problematic? ☐ Yes ☐ No
  - a. If yes, what are they?
  - b. What, if anything, is being done to improve the situation?

10. Are there any system-related issues that are causing invalid negative actions?  
☐ Yes ☐ No
11. Nationwide, "reported information not acted on" seems to be causing many invalid negative actions.  
a. Is this a problem in your office? ☐ Yes ☐ No  
b. If yes, what do you believe is the cause?  
  
c. How do you believe these errors could be avoided?
12. In our recent case reviews, we identified four main causes of invalid negative actions in *State*:  
*This section should be modified based on findings from case reviews.*
- Failure to provide an interview notice with appointment date, time, and location (or number to call)
  - Failure to send the Notice of Missed Interview
  - Failure to provide sufficient time to provide verification (either 10 days to provide information or 10 days from date of interview)
  - Denials prior to the 30th day
- a. In your opinion, why are mistakes like this happening?  
  
b. How are they being addressed?
13. Has your office experienced an increase in applications in the last year? ☐ Yes ☐ No  
a. If yes, has this caused a workload issue? ☐ Yes ☐ No  
b. Are the procedures for handling online applications different than those for paper applications?
14. Has the State implemented any workload reduction activities in the last two years?  
☐ Yes ☐ No  
a. Has your office implemented any workload reduction activities? ☐ Yes ☐ No  
b. If Yes, what are they?
15. In the last two years, have workers been provided any refresher training on:
- ☐ Documentation?
  - ☐ Verification?
  - ☐ Interviewing?
  - ☐ Negative Action?
  - ☐ Workload Management?
  - ☐ Systems?
  - ☐ Others?

16. What are the State's verification requirements for new applicants?

- a. Has the State developed any tools for the client to ensure they are aware of what they must provide and the dates they are due by? ☐ Yes ☐ No
- b. Is there a checklist for workers to use to keep track of what they have and have not received? ☐ Yes ☐ No
- c. What automated matches and/or online data sources are used for verification?

17. Is documentation a problem, particularly in negative action cases? ☐ Yes ☐ No

- a. Is documentation online? ☐ Yes ☐ No
- b. User friendly? ☐ Yes ☐ No
- c. Has the State provided clear documentation guidelines to workers?  
☐ Yes ☐ No
- d. Do you have a template for workers to follow for documentation? ☐ Yes ☐ No

18. Is there a State requirement for supervisory reviews? ☐ Yes ☐ No

- a. If yes, is there a requirement that some negative actions be reviewed?  
☐ Yes ☐ No
- b. If yes, what is this data showing? Who sees this data? How often?

c. Are there any other case review projects going on?

19. Have supervisors been provided training on how to properly review a negative action case?

☐ Yes ☐ No

20. When an error is found, how is it handled?

21. Do you think new workers have a thorough understanding of the repercussions of incorrectly denying or terminating a household benefits? ☐ Yes ☐ No

- a. Does new worker training provide a clear understanding of verification requirements and notice requirements? ☐ Yes ☐ No

22. Is there any area we haven't covered that you believe could be impacting the negative error rate?



**Questions for SNAP Eligibility Staff**  
(3 workers interviewed as a group)

Name:	Title:
Name:	Title:
Name:	Title:

1. Do you know what an invalid negative action is? ☐ Yes ☐ No *If no, FNS staff should explain*
  
2. Do you know what the negative error rate is? ☐ Yes ☐ No
  - a. Do you understand what goes into this calculation? ☐ Yes ☐ No
  - b. Do you believe everyone in the office understands what the negative error rate is?  
☐ Yes ☐ No
  
3. In your opinion, why is the negative error rate is so high?
  
4. Do you ever see or hear about QC data analysis of invalid negative actions? Case review data?  
☐ Yes ☐ No
  
5. Does the information provided by QC for invalid negative actions provide you with enough information to fix the case and understand why it was invalid? ☐ Yes ☐ No
  
6. Are there any policy issues that are particularly problematic? ☐ Yes ☐ No
  
7. Are there any system-related issues that are causing invalid negative actions? ☐ Yes ☐ No
  
8. Nationwide, "reported information not acted on" seems to be causing many negative action errors.
  - a. Is this a problem in your office? ☐ Yes ☐ No
  - b. If yes, what do you believe is the cause?
  - c. How do you believe these errors could be avoided?
  
9. In our recent case reviews, we identified four main causes of invalid negative actions in *State: This section should be modified based on findings from case reviews.*
  - Failure to provide an interview notice with appointment date, time, and location (or number to call)
  - Failure to send the Notice of Missed Interview
  - Failure to provide sufficient time to provide verification (either 10 days to provide information or 10 days from date of interview)
  - Denials prior to the 30th day

- a. In your opinion, why are mistakes like this happening?
  - b. How are they being addressed?
10. Has your office experienced an increase in applications in the last year?
- ☐ Yes    ☐ No
- a. If yes, has this caused a workload issue? ☐ Yes    ☐ No
  - b. Are the procedures for handling online applications different than those for paper applications? ☐ Yes    ☐ No
11. What is the State's interview policy for applications?
- a. What happens if the client does not come in for an interview?
12. What is the time standard for processing applications?
13. Has the State implemented any workload reduction activities in the last two years?
- ☐ Yes    ☐ No
- a. Has your office implemented any workload reduction activities? ☐ Yes    ☐ No
14. What are the State's verification requirements for new applicants?
- a. Has the State developed any tools for the client to ensure they are aware of what they must provide and the dates they are due by? ☐ Yes ☐ No
  - b. Is there a checklist for workers to use to keep track of what they have and have not received? ☐ Yes    ☐ No
  - c. What is the State's policy for requesting verification?
  - d. What automated matches and/or online data sources are used for verification?
  - e. Any suggestions for this area?
15. In the last two years, have you been provided any refresher training on:
- ☐ Documentation?
  - ☐ Verification?
  - ☐ Interviewing?
  - ☐ Negative Action?
  - ☐ Workload Management?
  - ☐ Systems?
  - ☐ Others?
16. Is documentation online? ☐ Yes    ☐ No

- a. User friendly? ☐ Yes ☐ No
  - b. Has the State provided clear documentation guidelines? ☐ Yes ☐ No
  - c. Do you have a template for workers to follow for documentation? ☐ Yes ☐ No
  - d. Any suggestions for improving documentation?
17. Do you understand the repercussions of incorrectly denying or terminating a household benefits? ☐ Yes ☐ No
18. In your opinion, does new worker training provide a clear understanding of verification requirements and notice requirements? ☐ Yes ☐ No
19. Is there any area we haven't covered that you believe could be impacting the negative error rate?

## Call Center Questions

*(This module is only used for states/counties with customer call centers)*

### Questions for Call Center Manager

Name:	Title:
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1. Please describe the organizational structure of your office.
2. Do you know what an invalid negative action is? ☐ Yes ☐ No *If no, FNS staff should explain*
3. Do you know what the negative error rate is for your county? office? ☐ Yes ☐ No
  - a. Do you understand what goes into this calculation? ☐ Yes ☐ No
  - b. Do you believe everyone in the office understands what the negative error rate is?  
☐ Yes ☐ No
4. Why do you think the negative error rate is so high?
5. What corrective action initiatives has your office undertaken in the last two years to bring the negative error rate down?
  - a. What initiatives do you have planned for the future?
6. What has been done to make staff aware of the negative error rate and its causes?
7. How often do you receive QC data analysis of invalid negative actions?
8. When was the last time the State conducted a management evaluation review of your agency?
  - a. Were there any findings? ☐ Yes ☐ No
  - b. If Yes, what were they?
9. Does the QC write up for invalid negative actions provide you with enough information to determine the root causes? ☐ Yes ☐ No

10. Are there any policy issues that are particularly problematic? ☐ Yes ☐ No
- a. If yes, what are they?
- b. What, if anything, is being done to improve the situation?
11. Are there any system-related issues that are causing invalid negative actions?  
☐ Yes ☐ No
12. Nationwide, "reported information not acted on" seems to be causing many invalid negative actions.
- a. Is this a problem in your office? ☐ Yes ☐ No
- b. If yes, what do you believe is the cause?
- c. How do you believe these errors could be avoided?
13. In our recent case reviews, we identified *four* main causes of invalid negatives in *State*:  
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  - Failure to provide sufficient time to provide verification (either 10 days to provide information or 10 days from date of interview)
  - Denials prior to the 30th day
- a. In your opinion, why are mistakes like this happening?
- b. How are they being addressed?
14. Has your office experienced an increase in applications in the last year? ☐ Yes ☐ No
- a. If yes, has this caused a workload issue? ☐ Yes ☐ No
- b. Are the procedures for handling online applications different than those for paper applications?
15. Has the State implemented any workload reduction activities in the last two years?  
☐ Yes ☐ No
- a. Has your office implemented any workload reduction activities? ☐ Yes ☐ No
- b. If Yes, what are they?
16. In the last two years, have workers been provided any refresher training on:

- ☐ Documentation?
- ☐ Verification?
- ☐ Interviewing?
- ☐ Negative Action?
- ☐ Workload Management?
- ☐ Systems?
- ☐ Others?

17. What are the State's verification requirements for new applicants?

- a. Has the State developed any tools for the client to ensure they are aware of what they must provide and the dates they are due by? ☐ Yes ☐ No
- b. Is there a checklist for workers to use to keep track of what they have and have not received? ☐ Yes ☐ No
- c. What automated matches and/or online data sources are used for verification?

18. Is documentation a problem, particularly in negative action cases? ☐ Yes ☐ No

- a. Is documentation online? ☐ Yes ☐ No
- b. User friendly? ☐ Yes ☐ No
- c. Has the State provided clear documentation guidelines to workers?  
☐ Yes ☐ No
- d. Do you have a template for workers to follow for documentation? ☐ Yes ☐ No

19. Is there a State requirement for supervisory reviews? ☐ Yes ☐ No

- a. If yes, is there a requirement that some negative actions be reviewed?  
☐ Yes ☐ No
- b. If yes, what is this data showing? Who sees this data? How often?

c. Are there any other case review projects going on?

20. Have supervisors been provided training on how to properly review a negative action case?

☐ Yes ☐ No

21. When an error is found, how is it handled?

22. Do you think new workers have a thorough understanding of the repercussions of incorrectly denying or terminating a household benefits? ☐ Yes ☐ No

- a. Does new worker training provide a clear understanding of verification requirements and notice requirements? ☐ Yes ☐ No

23. Is there any area we haven't covered that you believe could be impacting the negative error rate?

**Questions for SNAP Call Center Supervisors**

(2 - 3 supervisors interviewed together)

Name:	Title:
Name:	Title:

1. Do you know what an invalid negative action is? ☐ Yes ☐ No *If no, FNS staff should explain*
2. Do you know what the negative error rate is for your region? circuit? ☐ Yes ☐ No
  - a. Do you understand what goes into this calculation? ☐ Yes ☐ No
  - b. Do you believe everyone in the office understands what the negative error rate is?  
☐ Yes ☐ No
3. Why do you think the negative error rate is so high?
4. What corrective action initiatives has your office undertaken in the last two years to bring the negative error rate down?
  - a. What initiatives do you have planned for the future?
5. What has been done to make staff aware of the negative error rate and its causes?
6. How often do you receive QC data analysis of invalid negative actions?
7. When was the last time the State conducted a management evaluation review of your agency?
  - a. Were there any findings? ☐ Yes ☐ No
  - b. If Yes, what were they?
8. Does the QC write up for invalid negative actions provide you with enough information to determine the root causes? ☐ Yes ☐ No
9. Are there any policy issues that are particularly problematic? ☐ Yes ☐ No
  - a. If yes, what are they?
  - b. What, if anything, is being done to improve the situation?



10. Are there any system-related issues that are causing invalid negative actions?  
☐ Yes ☐ No
11. Nationwide, "reported information not acted on" seems to be causing many invalid negative actions.  
a. Is this a problem in your office? ☐ Yes ☐ No  
b. If yes, what do you believe is the cause?  
  
c. How do you believe these errors could be avoided?
12. In our recent case reviews, we identified four main causes of invalid negative actions in *State*:  
*This section should be modified based on findings from case reviews.*
- Failure to provide an interview notice with appointment date, time, and location (or number to call)
  - Failure to send the Notice of Missed Interview
  - Failure to provide sufficient time to provide verification (either 10 days to provide information or 10 days from date of interview)
  - Denials prior to the 30th day
- a. In your opinion, why are mistakes like this happening?  
  
b. How are they being addressed?
13. Has your office experienced an increase in applications in the last year? ☐ Yes ☐ No  
a. If yes, has this caused a workload issue? ☐ Yes ☐ No  
b. Are the procedures for handling online applications different than those for paper applications?
14. Has the State implemented any workload reduction activities in the last two years?  
☐ Yes ☐ No  
a. Has your office implemented any workload reduction activities? ☐ Yes ☐ No  
b. If Yes, what are they?
15. In the last two years, have workers been provided any refresher training on:  
☐ Documentation?  
☐ Verification?  
☐ Interviewing?  
☐ Negative Action?  
☐ Workload Management?  
☐ Systems?  
☐ Others?

16. What are the State's verification requirements for new applicants?

- a. Has the State developed any tools for the client to ensure they are aware of what they must provide and the dates they are due by? ☐ Yes ☐ No
- b. Is there a checklist for workers to use to keep track of what they have and have not received? ☐ Yes ☐ No
- c. What automated matches and/or online data sources are used for verification?

17. Is documentation a problem, particularly in negative action cases? ☐ Yes ☐ No

- a. Is documentation online? ☐ Yes ☐ No
- b. User friendly? ☐ Yes ☐ No
- c. Has the State provided clear documentation guidelines to workers?  
☐ Yes ☐ No
- d. Do you have a template for workers to follow for documentation? ☐ Yes ☐ No

18. Is there a State requirement for supervisory reviews? ☐ Yes ☐ No

- a. If yes, is there a requirement that some negative actions be reviewed?  
☐ Yes ☐ No
- b. If yes, what is this data showing? Who sees this data? How often?

c. Are there any other case review projects going on?

19. Have supervisors been provided training on how to properly review a negative action case?

☐ Yes ☐ No

20. When an error is found, how is it handled?

21. Do you think new workers have a thorough understanding of the repercussions of incorrectly denying or terminating a household benefits? ☐ Yes ☐ No

- a. Does new worker training provide a clear understanding of verification requirements and notice requirements? ☐ Yes ☐ No

22. Is there any area we haven't covered that you believe could be impacting the negative error rate?

**Questions for SNAP Call Center Staff**  
(3 workers interviewed as a group)

Name:	Title:
Name:	Title:
Name:	Title:

1. Do you know what an invalid negative action is? ☐ Yes ☐ No *If no, FNS staff should explain*
  
2. Do you know what the negative error rate is? ☐ Yes ☐ No
  - a. Do you understand what goes into this calculation? ☐ Yes ☐ No
  - b. Do you believe everyone in the office understands what the negative error rate is?  
☐ Yes ☐ No
  
3. In your opinion, why is the negative error rate is so high?
  
4. Do you ever see or hear about QC data analysis of invalid negative actions? Case review data?  
☐ Yes ☐ No
  
5. Does the information provided by QC for invalid negative actions provide you with enough information to fix the case and understand why it was invalid? ☐ Yes ☐ No
  
6. Are there any policy issues that are particularly problematic? ☐ Yes ☐ No
  
7. Are there any system-related issues that are causing invalid negative actions? ☐ Yes ☐ No
  
8. Nationwide, "reported information not acted on" seems to be causing many negative action errors.
  - a. Is this a problem in your office? ☐ Yes ☐ No
  - b. If yes, what do you believe is the cause?
  - c. How do you believe these errors could be avoided?
  
9. In our recent case reviews, we identified four main causes of invalid negative actions in *State: This section should be modified based on findings from case reviews.*
  - Failure to provide an interview notice with appointment date, time, and location (or number to call)
  - Failure to send the Notice of Missed Interview
  - Failure to provide sufficient time to provide verification (either 10 days to provide information or 10 days from date of interview)
  - Denials prior to the 30th day

- a. In your opinion, why are mistakes like this happening?
  - b. How are they being addressed?
10. Has your office experienced an increase in applications in the last year?
- ☐ Yes    ☐ No
- a. If yes, has this caused a workload issue? ☐ Yes    ☐ No
  - b. Are the procedures for handling online applications different than those for paper applications? ☐ Yes    ☐ No
11. What is the State's interview policy for applications?
- a. What happens if the client does not come in for an interview?
12. What is the time standard for processing applications?
13. Has the State implemented any workload reduction activities in the last two years?
- ☐ Yes    ☐ No
- a. Has your office implemented any workload reduction activities? ☐ Yes    ☐ No
14. What are the State's verification requirements for new applicants?
- a. Has the State developed any tools for the client to ensure they are aware of what they must provide and the dates they are due by? ☐ Yes ☐ No
  - b. Is there a checklist for workers to use to keep track of what they have and have not received? ☐ Yes    ☐ No
  - c. What is the State's policy for requesting verification?
  - d. What automated matches and/or online data sources are used for verification?
  - e. Any suggestions for this area?
15. In the last two years, have you been provided any refresher training on:
- ☐ Documentation?
  - ☐ Verification?
  - ☐ Interviewing?
  - ☐ Negative Action?
  - ☐ Workload Management?
  - ☐ Systems?
  - ☐ Others?
16. Is documentation online? ☐ Yes    ☐ No
- a. User friendly? ☐ Yes    ☐ No
  - b. Has the State provided clear documentation guidelines? ☐ Yes    ☐ No

- c. Do you have a template for workers to follow for documentation? ☐ Yes ☐ No
  - d. Any suggestions for improving documentation?
17. Do you understand the repercussions of incorrectly denying or terminating a household benefits? ☐ Yes ☐ No
18. In your opinion, does new worker training provide a clear understanding of verification requirements and notice requirements? ☐ Yes ☐ No
19. Is there any area we haven't covered that you believe could be impacting the negative error rate?